

DENISE CHAU

I am a UX Designer & Researcher
who dabbles in Front-End
Development

CONTACT

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LANGUAGES



EXPERTISE

Usability Testing
A/B Testing
Contextual Inquiry
Interviewing
Surveying
Responsive Design
Wireframing & Prototyping

EDUCATION

University of California, San Diego
September 2010 - June 2014
B.S. Cognitive Science with an
Emphasis in HCI
Semester Abroad: University of
Glasgow

WORK EXPERIENCE

USER EXPERIENCE ARCHITECT at INNOVASYSTEMS INTERNATIONAL

August 2014 - November 2016

- Collaborated with various product and business stakeholders to create solutions that met complex business and user needs for Marine Corps aviation operations
- Created various deliverables to present design concepts for discussion, such as workflow diagrams, wireframes, and prototypes
- Coded interactive, high fidelity prototypes with HTML, LESS/CSS, and JQuery to communicate implementation expectations to developers and for evaluation by means of usability studies
- Devised and conducted usability studies, A/B tests, tree tests, card sorts, and contextual inquiries with diverse groups of end users in aviation operations (e.g. pilots, schedule writers, maintenance, operation managers)
- Analyzed and reported on generative and evaluative research findings to internal stakeholders and proposed design solutions as needed
- Established and maintained a pattern library to promote usability by ensuring that collections of UI components followed consistent behavior models throughout our large application
- Constructed a style guide to keep UI component styles and branding assets consistent across the application and in any other project touch point
- Continually paired with Solutions Architect and Lead Developer to align design with implementation plans and to help mitigate technical constraints early on

RESEARCH ASSISTANT at KUTAS COGNITIVE ELECTROPHYSIOLOGY LAB

January 2013 - June 2013, January 2014 - June 2014

- Collaborated with lead researcher to create designs for a UI to control stimulus presentation settings, facilitate data collection, manage subject records, and track experimental progress
- Conducted long-term, in-person research experiments with diverse participants
- Participated in all-hands experimental design critiques

RELEVANT COURSEWORK

PRACTICUM IN PROFESSIONAL WEB DESIGN

- Collaborated with business owners to design website for their local microbrewery

COGNITIVE DESIGN STUDIO

- Collaborated with a group of students to develop a research and design project on interactive maps designed to support wayfinding around UCSD

COGNITIVE ETHNOGRAPHY

- Observed, documented, and analyzed cognitive significance behind everyday, real-world activities